



QUALITY POLICY

FAL - Fundação do Alto da Lixa, S.A. aims to acquire customers satisfaction by investing on the continuous improvement of quality, products and services, with the objective to achieve the "Zero Defects" rate. This reflects on the full satisfaction of our stakeholders and customer's needs, as well as other interested parties, including the environment protection and occupational health and safety.

Quality is the strategic factor that allows FAL to accurately interpret its customer and product's requirements and accordingly provide the required products and services.

Quality allows FAL's production cost reduction and increase of competitiveness at the confrontation with its international competitors.

For FAL, the quality policy must be managed in an objective, simple and efficient way, measuring the production performance, quality and after all its customers satisfaction, with good results.